MUSAB QURESHI – Business and IT Consultant

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Open to Contract/Freelance and also Permanent where suitable – If you may please may you SHARE MY CV with trusted people

Typical "hats" for me have been/are Consultant, Business Analyst, Business Process Manager, Project Manager, AI Prompt Engineer, Writer, Analyst etc.

ACADEMIC QUALIFICATIONS:

- PG Cert. Strategic IT Management – University of Derby (2012)
- BSc Computer Science – Anglia Ruskin University (1997)

PROFESSIONAL CERTIFICATIONS & PROFESSIONAL MEMBERSHIPS:

- Foundation Certificate in Business Analysis – British Computer Society
- Certified PRINCE2 Foundation – AXELOS/PeopleCert
- Certified Six Sigma Black Belt (CSSBB) – Reed Training UK
- Certified ITIL 4 Managing Professional (MPT) – AXELOS/PeopleCert
- Certified ITIL V3 Expert (Lilac badge) – APMG International
- ISO/IEC 20000 Practitioner (Consultant level) – APMG International
- Foundation EU General Data Protection Regulation (GDPR) – IBITGQ
- TOGAF 9 Enterprise Architect – The Open Group

- University of Cambridge Computer Society

APPLICATION EXPOSURE:

I have had fair exposure to the following applications: Anthropic Claude, Google Gemini, Microsoft CoPilot, xAI Grok, Meta AI, DeepSeek AI, Perplexity AI, Microsoft Office 365, Microsoft Visio, Microsoft Project, Microsoft SharePoint, IBM Business Process Manager, Sparx Systems EA Architect, Figma, QlikView, Microsoft Power BI, HP OpenView, ORACLE NetSuite, Software AG ARIS, BMC Remedy, CA Service Desk Manager, ServiceNow, JIRA, Confluence, SAP CRM, SAP PO, SAP BW, Liferay, WCC Elise, VMWare, Riverbed, F5, EMC, CiscoWorks, CA Unicenter + many more; I pickup new applications as needed at lightning speed (part and parcel of being a consultant!)…

TRAINING ATTENDED (SNAPSHOT):

Six Sigma Black Belt ▪ Power Messaging (Corporate Visions, Inc) ▪ Finance for Non-Financial Managers (ILX) ▪ Developing the Balanced Scorecard (Palladium) ▪ PRINCE2 Project Management

PUBLICATIONS (SNAPSHOT):

- Author of numerous publications on AI; e.g. The AI Maturity Assessment Toolkit – Amazon US/Global; here
- A couple of my publications on the UK Government's Digital Service (GDS); Amazon UK (here) and on one of my blogs (here).
- My course on ChatGPT; here
- My book related to Project Management; here & on Scrum (here)
- IT Strategic Planning Toolkit (HDI, 2011); here
- Reviving Problem Management ~ 3 Tips here
- Designing and Transforming IT Organisations (my name on pp8); sample here and purchase here [read here why this is amazing]
- Service Level Management and the Service Level (my name on pp8; sample here and purchase here
- Quick video; A Practical View on Business Analysis here
- 7 Tips for ITSM Consultants (HDI, 2017) [Author] - http://ubm.io/2skSdUm
- IT Service Catalogue Toolkit (EMA, 2005) [Author] - Was on slminfo.org which belonged to enterprisemanagement.com on their homepage for over a year as the main article – here); read the PDF here
- How to start a BPM Project (quick video) here
- ARIS BPM (quick video); here
- Customer Experience Improvement (quick video) here
- Exemplar Blogs @ http://musabatwork.blogspot.com (new) and http://musabq.blogspot.com (old)
- Quick video; A Practical View on Business Analysis; here
- Nice to see some of my publications available with Waterstones; here
- Also with Blackwells - the UK's most prestigious publisher of academic books; here
- 100+ and growing number of books across multiple platforms (here) covering AI, Business Process Improvement, Digital Transformation, Product Management, CX, TOM Development, ChatGPT, Industry Sector Overviews, Strategic Planning and many more work topics related to my work, experience, skillset and areas of interest!

Have worked in the United Kingdom, Saudi Arabia, Switzerland, Norway and the UAE/Dubai for numerous organisations including:

AREAS OF EXPERIENCE & SKILL (WHERE I WORK/HAVE WORKED):

- AI - ChatGPT, prompt engineering + related
- Business process framework, process improvement, maturity assessment + related
- ITIL/ITSM - processes/practices, maturity assessment, requirement capture, SIAM, tool automation, service desk + related
- Business analysis, testing + related
- Product management + related
- Digital transformation + related
- Strategic planning, Balanced scorecard, Budgeting, KPIs + related
- Business change, OCM + related
- Audit, risk assessment + related
- CX, customer journey mapping, improvement + related
- UX/UI, UCD, Service Design, the GDS + related
- Project management + related
- Contract, supplier management, presales work, bid preparation, bid assessment + related
- ISO certification, the QMS + related
- Documentation, writing + related

Due to my flexible approach and the nature of past projects; I've gained experience across multiple areas; also my skills are transferable (for the "right" role). An interesting post on experience; here.